Notice of References Cited Application/Control No. 10/777,052 Examiner SCOTT L. JARRETT Applicant(s)/Patent Under Reexamination BARNI, MEGHAN M. Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	Α	US-2005/0096962	05-2005	Narasimhan et al.	705/009
*	В	US-6,587,831	07-2003	O'Brien, Kenneth	705/7.16
*	С	US-7,058,589	06-2006	Leamon et al.	705/7.13
	D	US-			
	Е	US-			
	F	US-			
	G	US-			
	Η	US-			
	ı	US-			
	J	US-			
	K	US-			
	┙	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	Р					
	Q					
	R					
	s					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	Bailor, Coreen, Aspect Introduces eWorkforce Management 6.3 DestinationCRM.com, March 18, 2005			
	\ \	Hollman, Lee, Titans of Time Management International Customer Management Institute, April 1, 2003			
	w	Hollman, Lee, Keeping on Schedule With Workforce Management Software International Customer Management Institute, APril 1, 2001			
	x	IEX Unveils Agent Webstation for TotalView Workforce Management IEX, September 1, 1999			

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited Application/Control No. 10/777,052 Examiner SCOTT L. JARRETT Applicant(s)/Patent Under Reexamination BARNI, MEGHAN M. Art Unit Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-			
	В	US-			
	С	US-			
	D	US-			
	Е	US-			
	F	US-			
	G	US-			
	Н	US-			
	ı	US-			
	J	US-			
	K	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	Ν					
	0					
	Р					
	Ø					
	R					
	S					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	IEX Expands Web-Based Access for Agents and Supervisors IEX, February 11, 2003			
	V	IEX.com web pages IEX.com, November 1, 2002, Retrieved from Archive.org January 19, 2012			
	w	IEX.com web pages IEX, February 2003, Retrieved from Archive.org January 19, 2012			
	x	TotalView WebStation Guide - Release 3.7 IEX, June 2004			

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.